Help Promote Fair, Open and Effective Public Administration
Join the Office of The Ombudsman

Assistant Investigation Officer

Duties

(a) To carry out investigation into cases of suspected/possible maladministration including inquiries and site visits, scrutiny and analysis of information, preparation and announcement of investigation reports; and

(b) To serve as Duty Officer and perform frontline duties on a rotational basis including manning the enquiry counter, answering enquiries, taking telephone complaints and receiving complainants.

Entry Requirements

(a) A recognised university degree;

(b) At least two years' administrative, management or complaint handling experience, preferably in government departments or public organisations;

(c) A good command of spoken and written Chinese and English; and

(d) Good interpersonal, analytical and communication skills.

Shortlisted candidates will be required to take a written test.

Remuneration and Terms

Basic salary around **HK$29,500** plus **HK$2,200** cash allowance a month. Benefits include paid leave, medical & dental insurance and death & disability insurance. Successful candidates will be appointed on three-year contract terms. Subject to satisfactory performance, a gratuity will be payable on completion of contract which, when added to the employer's contribution to a Mandatory Provident Fund scheme, equals 15% of the total basic salary for the contract period. Renewal of contract will be offered to good performers subject to service need.

Application

Application form can be downloaded from our website (http://www.ombudsman.hk). Please send your application (which should include a completed application form, a CV and a cover letter) by email to hr@ombudsman.hk not later than **6 March 2023.** Applicants who do not receive a reply within two months from the closing date should regard their applications as unsuccessful. For enquiries, please call 2629 0423.

General Notes

All applications will be treated in the ***strictest confidence****. Personal data provided will be used strictly for recruitment and employment-related purposes. Applicants may request access to and correction of personal data collected from them. Such requests should be sent to the Chief Manager at G.P.O. Box No. 3300, Hong Kong.*

The Ombudsman is an Equal Opportunities Employer.